



## King County

### HUMAN RESOURCES SERVICE DELIVERY MANAGER II OFFICE OF INFORMATION RESOURCE MANAGEMENT

Annual Salary Range: \$78,335 - \$99,294

Job Announcement: 06BL6003

Open: 4/12/06 Close: 4/26/06

**RECRUITMENT:** This recruitment will be used to fill one new career service vacancy in the Office of Information Resource Management

**WHO MAY APPLY:** This position is open concurrently to King County career service employees and the general public. Preference will be given to qualified applicants in that order.

**WHERE TO APPLY:** Required application materials must be sent or brought to: **King County Human Resources Division, 500 - 4<sup>th</sup> Ave, Room 450, Seattle, WA 98104.** Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Benjamin Leifer, HR Support Services Manager, at (206) 296-8561 or by e-mail at [ben.leifer@metrokc.gov](mailto:ben.leifer@metrokc.gov) for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

**FORMS AND MATERIALS REQUIRED:** Applications must include the following documents:

1. Letter of interest detailing your background and your ability to perform the job functions listed below, and describing how you meet or exceed the required qualifications listed below;
2. Current resume;
3. King County employment application form. The King County application form can be found at: <http://www.metrokc.gov/ohrm/jobs/> ;

**WORK LOCATION:** Primary work location is the Seattle Municipal Tower, 700 Fifth Ave., Suite 2300, Seattle, Washington.

**WORK SCHEDULE:** The usual basic schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m. The incumbent is required to be available to work additional hours, which may include evenings and weekends, as needed to respond to service needs. This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible.

**POSITION DESCRIPTION:** The Human Resources Services Delivery Manager (SDM) II position is responsible for managing a broad and complex array of human resource functions and managing the human resources team for the Office of Information Resource Management (OIRM); the office includes Information Technology (IT) service delivery managers and their staff in Executive Branch departments. The scope of responsibilities includes overseeing broad, multifaceted, matrixed, politically sensitive and potentially litigious issues concerning situations that may have a substantial impact to the County.

This position will have a dual reporting structure to the Chief Information Officer and to the Human Resources Division Director in the Department of Executive Services (DES). Working under a two-way service-level agreement between OIRM and the HR Division, the SDM II partners with management in developing, implementing and maintaining an effective program of human resources service delivery and compliance.

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/jobs/> Website Address 711 TTY

**PRIMARY JOB FUNCTIONS INCLUDE:**

1. Work in conjunction with OIRM management at all levels in developing and implementing human resource practices to reduce liability, ensure consistency and compliance with County HR programs, HR-related laws, labor agreements and policies.
2. Maintain overall HR system integrity for King County as specified in core HR work processes as identified through the HR Unification Program.
3. Participate in and support negotiations of collective bargaining agreements, contract implementation and interpretation, and employee disciplinary and grievance processes.
4. Promote effective labor and employee relations, through facilitating development of positive working relationships and partnerships with management, labor union representatives, staff and stakeholders.
5. Facilitate HR planning to ensure effective allocation of resources to meet HR-related business needs.
6. Manage, oversee and implement multiple and distinct HR functions, including employee relations, labor relations, recruitment, and employment.
7. Supervise the work of assigned staff; allocate staff and resources to meet service delivery demands and workload fluctuations.
8. Partner with OIRM HR and management staff in coordinating and implementing overall HR delivery in support of OIRM business requirements, goals and objectives.
9. Partner with payroll staff and other county business functions to help assure effective implementation of HR policies and procedures.
10. Develop and oversee the dissemination of human resource policy information and other communications.
11. Assist and support IT service delivery managers and their staff in the Executive Branch departments as extensions of the central IT department (OIRM.)
12. Support the establishment and development of a centralized Information Technology organization within the Executive Branch.

**QUALIFICATIONS:**

1. Demonstrated extensive knowledge and experience in a broad range of HR functions, including employment, benefits, labor relations, EEO/diversity, training, classification and compensation, and safety..
2. Demonstrated knowledge and experience researching, interpreting, and applying HR employment law and HR rules, collective bargaining agreements, policies, and procedures, such as equal employment opportunity, disability accommodation, Fair Labor Standards Act, the Family and Medical leave Act, and King County Family Medical Leave Ordinance.
3. Demonstrated successful supervisory experience directing a human resources or administrative operation. Successful experience in a matrix management environment is preferred.
4. Experience working collaboratively in a team-based environment, and leading cross-functional, multidisciplinary teams in developing, recommending, and implementing HR policies and procedures.
5. Demonstrated experience in developing and implementing HR policies and procedures in an organization or environment where complex budgetary, legislative and labor relations issues must be considered.
6. Experience meeting business needs through the effective delivery of HR services.
7. Demonstrated ability to communicate information clearly and to gather information accurately.
8. Demonstrated ability to develop, deliver and/or facilitate effective presentations and meetings.
9. Demonstrated writing and analytic skills necessary to produce documents such as procedures, policy drafts, letters and investigative and technical reports.
10. Demonstrated ability to maintain professional behavior, integrity, and confidentiality.
11. Demonstrated ability to deal with stressful situations with tact and efficiency.

12. Demonstrated ability to produce quality products and services while under the pressure of multiple tasks and deadlines.
13. Demonstrated knowledge and ability to manage performance, and to resolve conflicts and employee relations issues in ways that help assure that all parties have been fairly and equally treated.
14. Demonstrated judgment and skill in making decisions fairly and equitably when answers are unclear.
15. Demonstrated ability to develop and maintain positive interpersonal relationships with a wide variety of people and stakeholders, both internal and external to the County.
16. Demonstrated ability to contribute to continuous process improvement work.

**NECESSARY SPECIAL REQUIREMENTS:** A valid Washington State driver's license or the alternate ability to travel around the County in a timely manner is required.

**SELECTION PROCESS:** The candidate evaluation and selection process will include a preliminary screening of application materials for qualifications, clarity and completeness. The applicants who meet or exceed the required qualifications and document that they possess the most competitive background in directly related experience, knowledge, and education/training may be invited for interviews by one or more panels. Reference contacts may be made with final candidates.

**UNION MEMBERSHIP:** This position is not represented by a labor union.

**JOB CODE:** 230201